

SPECIFICATION

[Electronic Version 1.1]

METHOD AND SYSTEM FOR DIAGNOSING, COLLECTING INFORMATION AND SERVICING A REMOTE SYSTEM

Abstract of Disclosure

A monitoring system, method, and computer-program product tracks events and device states in a device and sends those events and states to a remote central service center using an Internet access module. The remote central service center monitors the received events and states for errors or warnings. The monitoring software (e.g., a dynamic link library) supports multiple data formats and multiple protocols to more effectively communicate the event and state information.